

## Introduction

The information in this Reference Manual expands upon the instructions and information in the joint Healthy Families and Medi-Cal for Families mail-in application. This Manual is intended to help Certified Application Assistants (CAAs) working with applicants understand the Medi-Cal and Healthy Families programs and eligibility requirements. It also provides the information needed to estimate family income and explains the documents that must be submitted with the application. Applications that are correctly completed and include the required documents are more quickly processed by the Single Point of Entry, Medi-Cal and Healthy Families eligibility staffs.

### **Healthy Families Program**

The Healthy Families Program began accepting applications in 1998. Over 600,000 children were enrolled by July 2003, and approximately 20,000 children are enrolled each month. Nearly 60% of all joint Healthy Families and Medi-Cal for Families mail-in applications are completed with the help of Certified Application Assistants. Once applications are processed and approved, an Interactive Voice Response System (IVR) allows applicants to call and check on the status of their applications.

### **Medi-Cal**

Innovative application processing through the Single Point of Entry (SPE) allows the applications to be used for both no-cost Medi-Cal and Healthy Families. To date, over 650,000 applications have been forwarded to the local county Departments of Social Services by SPE. Features of the program include:

- Single Point of Entry (SPE)
  - ◊ A single system that first screens applications for no-cost Medi-Cal and forwards applications to the local county Departments of Social Services for Medi-Cal eligibility determination.
  - ◊ Applications which are screened ineligible to no-cost Medi-Cal are then forwarded to Healthy Families for processing.
  - ◊ This eliminates the delays and additional paper that would be required if families were required to apply for each program separately.
- Accelerated Enrollment (AE)
  - ◊ This feature is available only to those applicants using the joint Healthy Families and Medi-Cal for Families mail-in application (both paper and Health-e-App).
  - ◊ Those children who are screened to no-cost Medi-Cal by the SPE will be automatically enrolled in temporary fee-for-service Medi-Cal. They will receive their Benefits Identification Cards (BIC) in the mail so they can begin using services while their county Department of Social Services processes their applications.

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## **Health-e-App: [www.healtheapp.net](http://www.healtheapp.net)**

- ◇ The first on-line application process in the nation allows CAAs to complete the joint Healthy Families and Medi-Cal for Families application over the Internet instead of using paper forms. Features include built-in error checking to reduce data entry mistakes thereby decreasing the number of incomplete applications.
- ◇ Since its creation in California, Health-e-App has been adopted and implemented by a number of other states for their public healthcare programs.

## **Healthy Families website: [www.healthyfamilies.ca.gov](http://www.healthyfamilies.ca.gov)**

- ◇ This website provides information for families, Enrollment Entities and Certified Application Assistants including:
  - ◆ Program updates and news
  - ◆ Downloadable program forms
  - ◆ A search feature for applicants to locate health, vision and dental plans as well as provider information. Applicants can search by location and provider specialty.

## **Reimbursement**

The reimbursement for applicant assistance is no longer available. This includes reimbursement for application assistance as well as for assistance completing the Annual Eligibility Review (AER) forms. Currently there is no indication that reimbursements will be reinstated in the future.

## **Adult Coverage (Parental Expansion)**

The State of California obtained permission from the federal government to change the Healthy Families Program Regulations to allow for coverage of adults. Adult coverage will be implemented should funding become available.

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This second edition of the Certified Applicant Assistant (CAA) reference manual was revised and updated by the National Health Foundation (NHF) under contract with the Healthy Families Program State-approved Administrator. This version includes materials adapted from NHF's Children's Health Access and Medical Program (CHAMP) manual, which is an established training tool used throughout the State of California. Healthy Families would like to acknowledge the efforts of the NHF staff in planning, developing, and writing this manual. We would also like to recognize the editorial oversight and guidance provided by Managed Risk Medical Insurance Board (MRMIB) in ensuring that the contents of this manual are accurate and up-to-date. It is our hope that you will use this manual to help assist in building a better and healthier future for California's children.

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